



SUMMER AND FALL 2016

Test Coordinator's Manual

Test Coordinator's Name

AZMERIT

Arizona's Statewide Achievement Assessment for
English Language Arts and Mathematics

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Section 1. General Information

AzMERIT measures students' knowledge in the content areas of English Language Arts (ELA) and Mathematics in grades 3–8 and High School. Each AzMERIT test is aligned to Arizona's College and Career Ready Standards (AZCCRS). Summer and Fall test administrations for AzMERIT End-of-Course (EOC) testing will be available as a computer-based test (CBT) only. Spring testing for AzMERIT 3–8 and AzMERIT EOC will be available as a computer-based test (CBT) or as a paper-based test (PBT).

American Institutes for Research (AIR) is the test vendor for AzMERIT and the provider of the online testing platform.

Each District Superintendent or Charter Representative must designate an Achievement Testing District Test Coordinator to oversee AzMERIT testing for all schools within the district or under the same charter. This individual is referred to as the District Test Coordinator (DTC). District Test Coordinators are responsible for ensuring the appropriate and correct administration of AzMERIT in all schools within the district or under the same charter.

Resources for District Test Coordinators

This *AzMERIT Test Coordinator's Manual* is written for District Test Coordinators. To provide the appropriate oversight of all AzMERIT testing, District Test Coordinators must be familiar with the content of this manual and the content of the following additional resources for each test administration:

- *District Test Coordinator Important Task List*
- *Test Coordinator's Manual*
- *AzMERIT Test Administration Directions End-of-Course*
- *Testing Conditions, Tools, and Accommodations Guidance*
- *Test Information Distribution Engine (TIDE) User Guide*
- *Test Administrator (TA) User Guide*
- *Online Reporting System (ORS) User Guide*

All these documents are available in the “Resources” section of the AzMERIT Portal (azmeritportal.org).

Responsibilities of the District Test Coordinator

The District Test Coordinator is responsible for the correct administration of AzMERIT testing throughout the district or charter. This includes organizing and implementing the activities necessary to conduct computer-based testing in the schools. To facilitate these activities, some responsibilities may be delegated to School Test Coordinators. However, the District Test Coordinator assumes ultimate responsibility. Responsibilities of the District Test Coordinator include the following.

Before Testing

- Complete all Achievement Testing Pre-Test Training;
- Submit to the Arizona Department of Education (ADE) a copy of the *Achievement Test Security Agreement* signed by the District Superintendent or Charter Representative
- Add student enrollments in TIDE;
- Indicate Braille accommodation and place an Additional Order in TIDE as applicable;
- Ensure that all teachers who will need access to rosters of student results are in TIDE with the role of School Teacher (ST);

- Ensure TIDE access for all appropriate users and specifically for users who will be Test Administrators;
- Ensure all Test Administrators have completed the Test Administration Certification Course;
- Ensure rosters are created for users with the role of School Teacher (ST) so that they may obtain student results when they are released;
- Implement and maintain test security procedures within the district/charter and school(s);
- Communicate test security procedures and responsibilities to the Test Administrators;
- Train the Test Administrators on test administration procedures;
- Obtain signed copies of the *Achievement Test Security Agreement* for all staff members who handle test materials;
- Schedule testing activities within the schools;
- Communicate the testing schedule, as applicable;
- Work with the Test Administrators to select appropriate classrooms or other sites where testing will take place;
- Work with the Test Administrators to prepare sites where testing will take place by removing or covering visual aids and printing “Testing—Do Not Disturb” signs for doors;
- Arrange for a sufficient supply of scratch paper and pencils;
- Follow up on questions from the Test Administrators by contacting either the AzMERIT Help Desk or ADE;
- Ensure that devices to be used for testing are ready;
- Train the Test Administrators in the use of the online testing platform;
- Ensure that Test Administrators and students have had appropriate practice with the AzMERIT Sample Tests; and
- Prepare test tickets for students, if applicable.

During Testing

- Ensure that test security procedures are followed;
- Ensure that test administration procedures are followed;
- Report any testing improprieties to ADE through TIDE; and
- Monitor test completion using the Online Reporting System (ORS).

After Testing

- Ensure the secure disposal of scratch paper at the school or district and
- *Store the Test Administration Directions* and the *Test Coordinator’s Manual* printed for Summer 2016 and reuse for Fall 2016 test administration. Dispose of these manuals after the Fall 2016 test administration.
- If an additional order was placed for a Braille test, follow procedures for transcribing and returning the materials as described in the *Braille EOC Test Administration Directions* provided in the Braille Test kit.

Students to Be Tested

Students who are enrolled in high school level ELA courses (Freshman English, Sophomore English, Junior English, or their equivalents) or high school level Math courses (Algebra I, Geometry, Algebra II, or

their equivalents) will take the respective EOC test. Students will test on the EOC tests the same semester that the student is expected to complete the course for credit. It is the responsibility of the schools to determine the appropriate time that students should complete the EOC tests.

Students with significant cognitive disabilities and whose current Individualized Education Program (IEP) designates them as eligible for the alternate assessment, Alternate Assessments for English Language Arts and Mathematics, are excluded from AzMERIT.

Test Administration Schedule

- Test sessions must be administered in the order described below. Testing days do not have to be consecutive days.
- For EOC testing, ELA testing days are not necessarily the same days as the Math testing days. Students should not participate in more than two testing sessions per day.
- When two test sessions are scheduled on the same day, there must be a break between sessions.
- AzMERIT is untimed. A test session must be completed by the end of the school day.
- Students taking the same test within the same school are not required to test on the same day.

Summer 2016 End-of-Course Administration Schedule

End-of-Course Test Days	Content Area	Approximate Time	Computer-Based Test Window June 13–July 21, 2016*
English Language Arts (ELA) End-of-Course (EOC) — May be administered In 2 or 3 days			
Day 1	ELA Writing	45–90 minutes	Must be completed by July 8 (including makeup tests)
Day 2	ELA Reading Part 1	45–75 minutes	Last day of testing (including makeup testing) July 21
Day 2 or Day 3	ELA Reading Part 2	45–75 minutes	
Math End-of-Course (EOC) — May be administered in 1 or 2 days			
Day 1	Math Part 1	50–85 minutes	Last day of testing (including makeup testing) July 21
Day 1 or Day 2	Math Part 2	50–85 minutes	

* Paper Braille testing must be completed by 7/14/16.

Fall 2016 End-of-Course Administration Schedule

End-of-Course Test Days	Content Area	Approximate Time	Computer-Based Test Window Oct. 24–Dec. 2, 2016
English Language Arts (ELA) End-of-Course (EOC) — May be administered In 2 or 3 days			
Day 1	ELA Writing	45–90 minutes	Must be completed by Nov. 18 (including makeup tests)
Day 2	ELA Reading Part 1	45–75 minutes	Last day of testing (including makeup testing) Dec. 2
Day 2 or Day 3	ELA Reading Part 2	45–75 minutes	
Math End-of-Course (EOC) — May be administered in 1 or 2 days			
Day 1	Math Part 1	50–85 minutes	Last day of testing (including makeup testing) Dec. 2
Day 1 or Day 2	Math Part 2	50–85 minutes	

The District Test Coordinator is responsible for communicating this schedule to the appropriate school and district personnel, including Test Administrators, students, and parents/guardians.

Administering AzMERIT tests on dates other than those shown without the written permission of the Assessment section of the ADE is a serious testing violation.

Testing Locations

AzMERIT tests are to be administered at Arizona schools. Schools administering AzMERIT tests at locations other than school property, such as a public library, hotel meeting room, or conference center, must provide addresses for all such off-site test locations to AzMERIT@azed.gov. AzMERIT tests may be administered in a home or hospital setting for a single student without notifying ADE. AzMERIT tests cannot be administered outside of the state of Arizona.

The District Test Coordinator is responsible for determining the suitability of each testing room. Each testing room must provide a comfortable and distraction-free environment. Seating should be arranged so that students are not tempted to look at the responses of others.

All visual aids displayed in the testing room that could assist students while testing must be removed or covered completely.

Required Test Materials

District Test Coordinators are responsible for ensuring that each testing room, each Test Administrator, and each Proctor has the appropriate test materials to administer the AzMERIT tests correctly. Summer and Fall 2016 Test Administration Directions End-of-Course are available in the “Resources” section of the AzMERIT Portal (azmeritportal.org/resources). The Test Administration Directions can be used by the Test Administrators on an electric device, or schools may print copies as needed.

Schools must also provide the following test-related materials:

- Scratch paper for Writing and Math (plain, lined, or graph), pencils, and erasers; and
- A “Testing—Do Not Disturb” sign.

AzMERIT Calculator Policy

The online calculators available for the computer-based assessment are available for practice use by looking in the Key Documents at azmeritportal.org/students-and-families.

The AzMERIT EOC Math computer-based assessment will include the acceptable online version of an approved calculator. Providing handheld calculators is not a requirement for schools choosing the computer-based assessment. However, students may use an acceptable handheld calculator in addition to, or instead of, the online calculator.

Students are not allowed to share calculators during a testing session.

AzMERIT Calculators

Graphing calculators are permitted on AzMERIT EOC Math Part 1 and Part 2.

No calculators with Computer Algebra System (CAS) features are allowed.

Calculators may **NOT** be capable of communication with other calculators through infrared sensors. **NO** instruction or formula cards or other information regarding the operation of calculators such as operating manuals are permitted. The memory of any calculator with programming capability must be cleared, reset, or disabled when students enter the testing room. If the memory of any calculator is password protected and cannot be cleared or reset, the calculator may **NOT** be used.

Sample acceptable calculators: TI-84 Plus, Casio FX-9750GII, or similar.

Test Security

All districts and charters must have an *Achievement Security Agreement* for Superintendents/Charter Representatives signed and on file with the ADE.

All school/district/charter personnel who will have access to the AzMERIT test materials must sign an *Achievement Test Security Agreement*. This includes, but is not limited to, Proctors, Test Administrators, AzMERIT Test Coordinators, School Administrators, and District/Charter Administrators. These signed *Achievement Test Security Agreements* are to be kept on file at the district or charter for six years.

Copies of the *Achievement Test Security Agreements* can be found on the ADE Test Coordinators web page at www.azed.gov/assessment/testcoordinators.

District Test Coordinators are responsible for establishing and enforcing test security procedures. These procedures must comply with the *Achievement Test Security Agreement*, test security guidance provided during the Pre-Test Training, and the test security guidance included in the *Summer and Fall 2016 AzMERIT Test Administration Directions*.

Any breach of test security or any deviation from acceptable security procedures shall be reported immediately to the AzMERIT State Test Coordinator at AzMERIT@azed.gov. The discipline of staff members who violate test security is the responsibility of the district or charter. Disciplinary action may include, but is not limited to, a letter of reprimand, suspension with pay, suspension without pay, dismissal, or report of the violation to the Investigations Unit of the State Board of Education.

Student Confidentiality

An important aspect of test security is maintaining student privacy. Federal law (the Family Educational Rights and Privacy Act, known as FERPA) prohibits the public disclosure of student information or test results.

The following are examples of prohibited practices:

- Giving out TIDE login information (username and password) to other authorized TIDE users or to unauthorized individuals; or
- Giving students the wrong SSID during the login process, causing students to log in and test under another student's SSID.

Only students may log in to their computer-based testing session. Test Administrators, proctors, or other staff may not log in using a student's SSID (SAIS ID). However, Test Administrators may assist students with logging in when such assistance is needed.

Test Improprieties

A Test Impropriety is any event that could potentially impact the integrity of the assessments and the test results before, during, or after test administration. Test improprieties occur on rare occasions and are non-standard situations that may require further action. A Test Impropriety may include security violations, cheating, removal, or mishandling of testing materials, or improper assistance by adults or students. Additionally, for computer-based testing, a Test Impropriety may include an extended local Internet connection disruption or a power outage that results in any student unable to complete a test session on the same testing day.

Test Administrators should be instructed to report any Test Impropriety that may arise during testing to the School Test Coordinator immediately. School Test Coordinators must notify District Test Coordinators of any Test Improprieties that are reported. District Test Coordinators must contact ADE regarding any Test Impropriety or test security violations as directed in this section.

CBT test improprieties will be reported in TIDE. Please refer to the *TIDE User Guide* for full instructions on this process (azmeritportal.org/resources). Once the test impropriety is entered in TIDE, ADE is notified and the District Test Coordinator will be notified through TIDE of further action. Test sessions that are “Reopened” are available for a limited time. Guidance will be provided in the TIDE notification when test opportunity will expire.

AIR’s Testing Systems

AIR’s testing platform includes three systems:

- **Test Information Distribution Engine (TIDE):** TIDE manages and stores user information and student information for AzMERIT testing. TIDE restricts access to certain tools and applications based on the user’s designated role.
- **Test Delivery System (TDS):** TDS includes the secure student test environment (the AZMERIT Secure Browser) and the Test Administrator Interface. Test Administrators will use TDS to create test sessions and to allow students access to tests. Students will take the AzMERIT tests within the secure browser.
- **Online Reporting System (ORS):** Districts and schools will use Participation Reports in ORS to obtain test completion reports and to obtain score reports when test results are released after each test administration.

All three systems can be accessed through the AzMERIT Portal (azmeritportal.org). AzMERIT utilizes a Single Sign-On (SSO) within AIR’s systems, which allows users to log in to AzMERIT once and switch between systems without having to log in and out each time.

Test Information Distribution Engine (TIDE)

District Test Coordinators will use TIDE to:

- upload and manage other TIDE users;
- search for and add/upload student enrollments;
- set specific computer-based settings and accommodations for students who need them;
- download and install the Voice Pack for computer-based testing; and
- report testing improprieties.

The *TIDE User Guide* provides instructions for all of these functions. Posted with the *TIDE User Guide* in the “Resources” section of the AzMERIT Portal are short instructional videos demonstrating many of the TIDE tasks.

Users

District Test Coordinators are responsible for maintaining all the TIDE users within their district or charter and assigning appropriate roles to these users. The user's role determines the level of permissions the user will have. ADE recommends that all schools have a TIDE user with the role of School Test Coordinator (STC) to assist the District Test Coordinator. All Test Administrators at computer-based schools must have a TIDE user role of Test Administrator (TA) or School Teacher (ST) or higher in order to administer AzMERIT tests. Refer to the “Managing TIDE Users” section of the *TIDE User Guide* for instructions on adding new TIDE users.

If any school staff will have School Test Coordinator or Test Administrator roles at more than one school within the district, they must be added to each of those schools in TIDE. A user may have different user roles at different schools.

Note: All testing schools should add teachers to TIDE with the role of School Teacher (ST). This will allow the School Test Coordinator to create rosters for teachers to access student results in ORS when results are released.

All users who will be administering computer-based AzMERIT tests must complete the Test Administrator Certification Course once per **school year**. If a Summer Test Administrator has completed the Test Administrator Certification Course, they don't need to complete it again.

All Fall Test Administrators will need to complete the training to administer the AzMERIT test. This course is available on the Test Coordinators page of the AzMERIT Portal (azmeritportal.org/test-coordinators). See the “Test Administrator Training” section in this manual for more information.

Students

For Summer and Fall EOC testing, District Test Coordinators are responsible for uploading student enrollments to TIDE. School Test Coordinators may help the District Test Coordinator with this task. Refer to the “Working with Student Information” section of the *TIDE User Guide* for instructions on adding or editing student enrollments.

Refer to the *District Test Coordinator Important Task List* for dates during which students can be added to TIDE for each respective test administration.

Settings and Accommodations

For information about accommodations and universal test administration conditions, refer to *Testing Conditions, Tools, and Accommodations Guidance*.

TIDE will be used to set specific computer-based settings and accommodations as well as to indicate non-embedded accommodations. Computer-based test settings and accommodations must be set in TIDE **prior** to the student testing. Non-embedded accommodations are set in TIDE **after** testing for students that used these accommodations.

The District Test Coordinator may assign this task to other TIDE users with the roles of District Administrator (DA) or School Test Coordinator (STC). Refer to the “Working with Student Information” section of the *TIDE User Guide* on how to set computer-based test settings and accommodations in TIDE. Those with Test Administrator (TA) and School Teacher (ST) user roles will be able to change most test settings and accommodations in the TA Interface as students enter a test session.

Voice Pack

A specially licensed commercial voice pack for Windows computers will be available to download from TIDE at no cost. This voice pack may be used only in conjunction with, and not separate from, the computer-based assessments delivered by TDS. The District Test Coordinator may assign this task to other TIDE users. Refer to the “Downloading and Installing Voice Packs” section of the *TIDE User Guide* for instructions.

Test Administrator Training

The District Test Coordinator is responsible for assigning Test Administrators for each group of students testing and for each testing room. Test Administrators **must** be employees of the district or school and **must** be trained in the correct test administration and test security procedures. Proctors may also be assigned to assist Test Administrators.

AzMERIT is a standardized exam; it must be administered exactly as directed in the *Summer and Fall 2016 AzMERIT Test Administration Directions End-of-Course*. District Test Coordinators must review these manuals and the *Testing Conditions, Tools, and Accommodations Guidance* document well before training School Test Coordinators and Test Administrators.

The training of Test Administrators and Proctors must include a thorough review of test security procedures, the appropriate use of testing conditions and accommodations, test administration procedures, and procedures for handling unexpected or unusual situations.

All Test Administrators and Proctors must sign an *Achievement Test Security Agreement*. All Test Administrators and Proctors should be given copies of the *Summer and Fall 2016 AzMERIT Test Administration Directions* at least one day **prior** to the administration of any AzMERIT test. AzMERIT Test Administrators and Proctors are expected to read the *Summer and Fall 2016 AzMERIT Test Administration Directions* prior to administering the AzMERIT. *AzMERIT Test Administration Directions* are not secure test materials and may be kept in classrooms or other non-secure locations.

Section 2. Computer-Based Testing (CBT) Information

The District Test Coordinators' responsibilities for computer-based testing (CBT) are outlined in this section from **before** testing to **during** and **after** testing. Remember that only students with an enrollment in TIDE will be able to participate in AzMERIT. It is the District Test Coordinator's responsibility to ensure that all students who need to take AzMERIT assessments have an enrollment in TIDE prior to testing and that any needed accommodations and test settings have been updated for each student who needs them. All Test Administrators must have a TIDE account and must be connected to the same district(s) and school(s) as the students they will be administering tests to.

Before Computer-Based Testing (CBT)

The AzMERIT Sample Tests are available for students to take prior to the day of testing so students can be familiar with the testing tools, resources, and platform, if needed. AzMERIT Sample Tests are available on the AzMERIT Portal and should be used ahead of the testing window to:

- familiarize Test Administrators with the TA Interface;
- teach students how to log in to the secure browser (using test tickets, if desired);
- train Test Administrators on approving student and editing student test settings; and
- allow students to practice answering AzMERIT item types and using test tools, if needed.

While students may access the Sample Tests at any time to practice as a guest, it is recommended that Test Administrators conduct a test session with students that simulate the real test scenario by administering the test through the Secure Browser. Test Administrators can follow the steps outlined in the *Test Administrator User Guide* to open a test session, prepare student devices for testing, and approve students into the test session, while students will proceed through the Sample Tests in the secure browser.

Test Tickets

Test tickets are an optional resource available to schools in TIDE. Test tickets contain the information that a student will need to log in to the secure browser in order to test. These may be a useful resource to streamline the login process.

If you choose to utilize test tickets, please refer to the "Working with Student Information" section of the *TIDE User Guide* for instructions on how to print test tickets for students. Test tickets will generate in a PDF and will have 10 tickets per page. Tickets should be printed and cut in advance of the test session so that testing is not delayed.

Distribute Test Materials

District Test Coordinators should establish local procedures for providing scratch paper (for Writing and Math only) and pencils.

During Computer-Based Testing (CBT)

It is the District Test Coordinator's responsibility to ensure that CBT Test Administrators are trained to:

- know how to administer AzMERIT using AIR systems.
- know how to maintain a secure test environment.
- know how to report test improprieties to the District Test Coordinator.

- know how to handle an individual student break in a test session. Students who require a stretch break during testing should pause their test to keep the test content secure. Students may not talk, use electronic devices, or leave the room during this time.
- know correct procedures for students who need additional time to finish their test. Be sure Test Administrators and students understand that after a student's test has been paused for 20 minutes, the student may not be able to return to previous test pages and will resume the test on the page where he or she paused.
- not allow any significant break during a test session.

Monitoring Test Completion

The Online Reporting System (ORS) will store the test completion data for computer-based tests. The “Plan and Manage Testing” section of the ORS allows you to generate customized Participation Reports showing your students’ testing activity. You can determine which students have completed testing and which students have yet to begin or complete testing.

Test Completion Rates

School and district users can generate customized participation reports showing the number of students who have completed each part of each AzMERIT test. District-level users can create a file either for a specific school or for the whole district. These reports can be downloaded or opened in Excel.



Note: For full details on the ORS and how to navigate the “Plan and Manage Testing” section, please refer to the *Online Reporting System User Guide* found in the “Resources” section of the AzMERIT Portal (azmeritportal.org).

After Computer-Based Testing (CBT)

Once a student finishes testing, collect all scratch paper and any testing tickets. Used scratch paper and testing tickets are considered secure test material and must be securely destroyed.

Nonscorable Test Materials—Destroyed/Discarded Locally

District Test Coordinators must establish local procedures for destroying the secure nonscorable test materials and discarding non-secure nonscorable test materials.

Secure nonscorable materials include:

- printed testing tickets and
- used scratch paper.

Non-secure nonscorable materials include:

- *Test Coordinator’s Manuals* and
- *Test Administration Directions*.

Note: *Test Administration Directions* and the *Test Coordinator’s Manual* printed for Summer 2016 should be stored and reused for Fall 2016 test administration. All documents must be disposed of after the Fall 2016 test administration.

Accommodated Braille Version of AzMERIT

Both the Summer 2016 and Fall 2016 AzMERIT administrations are computer-based only. However, a paper-based Braille version of AzMERIT is available for any student whose IEP or 504 plan requires it.

To order a Braille test kit, log in to TIDE and do the following:

1. Indicate Braille in the **Order Paper Test for Student with Disability** drop down on the Student Detail page.
2. Order the appropriate Braille test kit(s) in the Additional Orders tab. The latest date to order a Braille test Kit can be found in the Summer 2016 or Fall 2016 *District Test Coordinator Important Tasks Checklist*.

Braille test kits will arrive between 5–7 days after the order is approved by ADE. The kit will contain ALL materials needed to administer the test. Please be sure that Test Administrators review the *Braille EOC Test Administration Directions* included in the Braille test kit prior to administration of the test.

After test administration, the Test Administrator, Test Coordinator, or other designated school personnel shall follow the guidance in the *Braille EOC Test Administration Directions* for transferring student responses and returning Braille materials.

If you are missing your FedEx air bill for return or if you have any questions about returning your Braille test materials via FedEx, contact Measurement Inc. (MI) via the AzMERIT Help Desk at 1-844-560-7812 (choose option 3).

All AzMERIT Braille shipments must be picked up by the date specified in the *District Test Coordinator Important Tasks Checklist*.

Sample FedEx Return Air Bill

FedEx Express 8715 3237 4004

1 From (Please print and attach label)
 Sender's Name: **MEASUREMENT INC**
 Company: **MEASUREMENT INC**
 Address: **2700 ANGLER AVE**
 City: **DURHAM** State: **NC** ZIP: **27703**

2 Your Internal Billing Reference #49

3 To
 Recipient's Name: **MEASUREMENT INC**
 Company: **MEASUREMENT INC**
 Address: **2700 ANGLER AVE**
 City: **DURHAM** State: **NC** ZIP: **27703**

4a Express Package Service
☐ FedEx Priority Overnight
☒ FedEx Standard Overnight
☐ FedEx 2Day
☐ FedEx Express Saver

4b Express Freight Service
☐ FedEx 3Day Freight
☐ FedEx 2Day Freight
☐ FedEx 1Day Freight

5 Packaging
☐ FedEx Envelope
☐ FedEx Box
☐ FedEx Tube
☐ Other

6 Special Handling and Delivery Signature Options
☐ Signature Required
☐ Signature Not Required
☐ Signature Required (Signature Required)
☐ Signature Not Required (Signature Not Required)

7 Payment Bill to:
☐ Bill to Sender
☒ Bill to Recipient
☐ Bill to Third Party
☐ Credit Card
☐ Cash/Check

Total Packages: **1** Total Weight: **1.44** Total Declared Value: **553**

Store your addresses at fedex.com
 Simplify your shipping. Manage your account. Access all the tools you need.

Section 3. Getting Help

ADE's AzMERIT Inbox

When you have an AzMERIT question, contact ADE at the AzMERIT Inbox first. ADE can help with nearly all AzMERIT questions, especially those regarding which students should participate in AzMERIT testing, policy questions about how to administer AzMERIT, questions about possible testing improprieties, and changes to District Test Coordinator information.

ADE AzMERIT Inbox
Email Support: AzMERIT@azed.gov

AIR's AzMERIT Help Desk

AIR's AzMERIT Help Desk is available Monday through Friday from 6:00 a.m. to 8:00 p.m., Mountain Standard Time, except for holidays. Contact AIR's AzMERIT Help Desk with questions regarding any of the TIDE tasks, technical issues with computer-based test administration from both the Test Administrator and student perspectives, issues with receiving or returning paper-based testing materials, and general testing process or functionality questions.

AIR's AzMERIT Help Desk
Toll-Free Phone Support:
1-844-560-7812
(choose option 3 to reach MI)
Email Support: azmerithelpdesk@air.org
Chat Support: azmeritportal.org/chat

When you contact the Help Desk, you will be given a case number. If you need to contact the Help Desk again regarding the same issue, please reference your case number. When you contact the Help Desk, you will be asked to provide as much detail as possible about the issue(s) you encountered.

For technical issues involving computer-based testing, include the following information, as applicable:

- Test Administrator name
- Operating system and browser version information
- Any error messages and codes that appeared, if applicable
- SSID(s) (SAIS ID) of affected student(s)

Do NOT provide any other student information, as doing so may violate FERPA policies.

